



IOM International Organization for Migration

Call for Applications

Position Title	: Operations Intern
Time Basis	: Fulltime
Duty Station	: Dublin, Ireland
Classification	: Internship (Stipend)
Type of Appointment	: Three months
Estimated Start Date	: As soon as possible
Closing Date	: TBC

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

Context:

Under the overall guidance of the Chief of Mission and the direct supervision of the Family Reunification Project Manager, and in coordination with IOM Ireland's Operations unit, the Family Reunification Intern will assist in offering general support and information with potential and actual applicants for family reunification travel assistance available under the main current family reunification programmes implemented by IOM.

Core Functions / Responsibilities:

- Assist with the implementation of project activities
- Support the Projects and Programmes Team in their research activities
- Be responsible for beneficiary reception; greet potential clients and visitors, onward team referrals, calendar appointments management
- Be responsible for operational filing support of operational client files, and office admin paperwork; Produce and collate statistics on all IOM Ireland activities and maintaining accurate and appropriate statistical records to support programme reporting and programme development as required.
- Support in organizing workshops, seminars, and conferences for IOM in Ireland, and in preparing information bulletins and newsletters.
- Provide administration and logistical support to the IOM Ireland Finance/HR Coordinator, and to the Communications team.

- Prepare applications for submission to the IOM Ireland AVR program (Donors and to the IOM Ireland Family Reunification program (Donors).)
- Assist with preparation of supporting documents for completing applications on the AVR program and across the Family Reunification programmes
- Answer and respond to any related requests for information and follow up by applicants or service providers across all programmes.
- Maintain strong knowledge of all regional service providers relevant to projects, their remit and roles for onward referrals.
- Answer and respond to any related requests for information or case follow up
- Regularly update and maintain project spreadsheets
- In liaison with the Operations Team and the IOM Country Missions, assist with making travel arrangements
- Perform any other related tasks as required.

Desirable Qualifications and Experience

Education

- High School Certificate with work-related experience in any of the above fields.

Experience

- Experience in the fields of communications, media, public relations, social sciences, human rights
- Experience of working with, and providing assistance to, vulnerable groups or migrant populations.
- Good knowledge of MS Office Applications (and in particular Excel, Word and Power Point).

Languages

- Fluency in English is required.
- Any other IOM official language as well as Arabic, Pashto, Farsi and/or French is an advantage

Required Competencies

Technical

- Ease of communication and interaction with professional and institutional interlocutors. Facility in establishing and managing mutually beneficial relations and engagement with key interlocutors.
- Ability to identify and keep abreast of key information and promotional content of interest and benefit to institutional interlocutors that fosters and maintains engagement with IOM programmes and objectives.
- Ability to impartially interact with, and to communicate clearly with, potential beneficiaries of IOM programmes in such a way that will enable them to make

informed decisions as to the best course of action to be taken, particularly with beneficiaries from different cultures and with limited language skills.

- Ability to draft concise reports on outreach activities carried out. Capacity to identify barriers to effective communication and propose solutions for overcoming them.
- Skills in using IOM generic and return-specific communication materials, documents and tools as currently available or to propose improved formats and content.
- Functional literacy in using presentation and communication software on both desktop and mobile platforms.

Behavioural

- Accountability – takes responsibility for action and manages constructive criticisms
- Client Orientation – works effectively with client and stakeholders
- Continuous Learning – promotes continuous learning for self and others
- Communication – listens and communicates clearly, adapting delivery to the audience
- Creativity and Initiative – actively seeks new ways of improving programmes or services
- Leadership and Negotiation – develops effective partnerships with internal and external stakeholders;
- Performance Management – identify ways and implement actions to improve performance of self and others.
- Planning and Organizing - plans work, anticipates risks, and sets goals within area of responsibility;
- Professionalism - displays mastery of subject matter
- Teamwork – contributes to a collegial team environment; incorporates gender related needs, perspectives, concerns and promotes equal gender participation.
- Technological Awareness - displays awareness of relevant technological solutions;
- Resource Mobilization - works with internal and external stakeholders to meet resource needs of IOM.

Other

Any offer made in relation to this notice is subject to funding confirmation.

Award of contract will be subject to certification that the candidate is medically fit and verification of residency, visa and authorizations by the Irish authorities, when applicable.

The position may require travel within Ireland.

How to apply:

- Eligible participants for Level 3 of the Employability Award – Social Action Pathway will be invited to submit an application after Level 2 submissions are assessed.
- After this invitation is received, please submit your CV and motivation letter to iomdublin@iom.int by **5pm, Monday 30th November**
- Shortlisted candidates will be interviewed in week commencing 7th December, date TBC.